	CONTROL OF WAR AND ADDRESS OF THE SECOND		1. CONTRACT I	D CODE PAGE OF PAGES
AMENDMENT OF SOLICITATIO				1 3
2. AMENDMENT/MODIFICATION NO 0003	3. EFFECTIVE DATE November 8, 2010	4. REQUISITION/PU AC-11-00062	4. REQUISITION/PURCHASE REQ NO. 5. PROJECT NO (If applicable) AC-11-00062	
6. ISSUED BY CODE		7. ADMINISTERED BY (If other than Item 6) CODE		
FAA, MIKE MONRONEY AERONA NAS Automation & Facilities Division P O BOX 25082 OKLAHOMA CITY OK 73125			·	
8. NAME AND ADDRESS OF CONTRA	CTOR (No., street, county, S	tate and ZIP Code)		MENT OF SOLICITATION NO
(ALL OFFERORS)		X DTFAAC-11- 9B. DATED (SOCIODER 1, 20) 10A. MODIFIC CONTRACT/C	SEE ITEM 11) 10 CATION OF	
CODE	FACILITY CODE		10B. DATED ((SEE ITEM 13)
11. THI	S ITEM ONLY APPLIES TO	AMENDMENTS O	F SOLICITATIONS	
A. THIS CHANGE ORDER IS ISSUED PURSUAN B. THE ABOVE NUMBERED CONTRACT/ORD appropriation date, etc.)SET FORTH IN IT C. THIS SUPPLEMENTAL AGREEMENT IS EN	DATA (If required) APPLIES ONLY TO MC ES THE CONTRACT/OR IT TO: (Specify authority) THE CHANG ER IS MODIFIED TO REFLECT THE A TEM 14, PURSUANT TO THE AUTHO TERED INTO PURSUANT TO AUTHO d authority)	DDIFICATIONS OF DER NO. AS DES SES SET FORTH IN ITEM 1 ADMINISTRATIVE CHANGERITY OF FAR 43.103(b). PRITY OF:	F CONTRACTS/O CRIBED IN ITEM 4 are made in the con	RDERS, [14. TRACT ORDER NO. IN ITEM 10A.
IMPORTANT: Contractor [] is no	ot, [] is required to sign this doc	cument and return [copies to the issuing o	ffice.
Except as provided herein, all terms and conditions of the discovery of the Annual Title of Signer (Type or print	ocument referenced in item 9A or 10A, a	s heretofore changed, remains		
5B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES (BY:	OF AMERICA	16C DATE SIGNED
(Signature of person authorized to sign)			ture of Contracting Officer)	

FIRST: Questions and Answers (Attachment 1), dated November 8, 2010 are hereby added to this SIR.

SECOND: As a result of the Questions and Answers provided in Provision FIRST above, Provision L.3 (c) of the SIR is hereby changed to read:

From:

- (c) Common requirements for each volume are:
 - (1) **Page printing:** Standard 8 1/2 x 11 paper; single-sided; if printed on both sides, it will be counted as two pages
 - (2) Margins: Minimum 1 inch margins, left, right, top and bottom
 - (3) **Font:** Single- or double-spaced text, with font size no less than 11, in Arial or Times New Roman
 - (4) **Footers:** A footer identifying the volume number, page number, and total number of pages should be put on the bottom of each page
 - (5) **Binding:** Each volume should be submitted in an individual 3 ring loose-leaf binder.
 - (6) "Sensitive" markings: Volumes I, II, IV, V, & VI shall be marked "Procurement Sensitive." A cover sheet may be used for each volume for this designation along with the designation of the application page(s) the offeror deems competition sensitive.

No reference shall be made to cost/price in Volumes I, IV, and V. Pricing data must only be included in Volumes II, III, and VI of the proposal.

CAUTION: Evaluators will read only up to the page limit as specified in Table 1. Pages in excess of the limit stated for each volume below will be removed from the proposal and returned to the offeror to ensure they are not evaluated.

To:

- (c) Common requirements for each volume are:
 - (7) **Page printing:** Standard 8 1/2 x 11 paper; single-sided; if printed on both sides, it will be counted as two pages
 - (8) Margins: Minimum 1 inch margins, left, right, top and bottom
 - (9) **Font:** Single- or double-spaced text, with font size no less than 11, in Arial or Times New Roman
 - (10) **Footers:** A footer identifying the volume number, page number, and total number of pages should be put on the bottom of each page
 - (11) **Binding:** Each volume should be submitted in an individual 3 ring loose-leaf binder.
 - (12) "Sensitive" markings: Volumes I, II, IV, V, & VI shall be marked "Procurement Sensitive." A cover sheet may be used for each volume for this designation along with the designation of the application page(s) the offeror deems competition sensitive.

With the exception on the proposed salary structure for each skill category and level as referenced in Provision L.6, Factor 2 – Staffing Plan, no reference shall be made to cost/price in Volumes I, IV and V. Pricing data must only be included in Volumes II, III and VI of the proposal.

CAUTION: Evaluators will read only up to the page limit as specified in Table 1. Pages in excess of the limit stated for each volume below will be removed from the proposal and returned to the offeror to ensure they are not evaluated.

THIRD: The page count limitation for Volume V – Past Performance Document contained in Provision L.3 of the SIR is hereby changed as follows:

From: 10 pages

To: 20 pages

FOURTH: The closing date for this SIR is hereby extended as follows:

From: November 10, 2010

To: November 17, 2010

ITSS ADDITIONAL QUESTIONS AND RESPONSES NOVEMBER 8, 2010

Question/Comment 88 (SIR Attachment 13, Paragraph 3.1.a.ii):

Task Order 7: Is the 2-10 weeks mentioned in this at 100% LOE for the individual assessor, or does that denote the official start and end of the C&A activities, and the individual assessor may perform multiple C&As concurrently?

Response: That would be the estimated time from the beginning to the end of the C&A activities. (*The average is 4 weeks*) A contractor employee functioning as an individual assessor would *not* perform multiple C&As concurrently.

Question/Comment 89 (SIR Attachment 14, Paragraph 4.0 Deliverable 4):

Task Order 8: The last two bullets under 2.1 "Provide Operations Supports and troubleshooting; Provide datacenter planning and support" and deliverable #4 "Operational support and troubleshooting". This scope of O&M support could potentially be quite large to support the various systems described in the introduction to the SOW. Could the customer please provide a more in-depth description of the Operations support and trouble shooting scope and data center planning and scope requirements, including current staffing levels and metrics on activities (e.g. number of help desk tickets, number of servers maintained, type of servers, applications, etc.)?

Response:

"Provide Operations Support and Troubleshooting"

From an engineering prospective, perform analysis to determine the current computing capacity levels of a particular environment. From this analysis, a report is submitted so that the appropriate enhancements to the environment can be achieved by either adding more equipment or upgrading server components. This process will aid in the sustainment of an environment(s) without maximizing the server resources. This analysis may involve from as little as five servers to as many as 50 servers.

"Provide Datacenter Planning and Support"

Provide computing capacity for the Test, Development, Staging, Production, and Disaster Recovery Environments. Determine how many application servers, web servers, database servers, and storage size required for each environment. Determine estimated costs. The project may be as small as 5 to 10 servers or as large as 50 to 100 servers covering all affected environments.

This task is currently supported by one contractor resource.

Question/Comment 90 (General):

Can section A, B, and K be provided in WORD format so that they can be populated and submitted with the proposal?

Response: No

1.0

电流流通路

Question/Comment 91 (SIR Attachment 13):

RFP Section L.6.e. (2). (ii), Subfactor 2 Employee Compensation calls out the requirement to provide "proposed salary structure for each skill category and level".

However, Section L.3, pg 82 calls out "No reference shall be made to cost/price in Volumes I, IV, and V. Pricing data must only be included in Volumes II, III, and VI of the proposal.

<u>Question:</u> Please clarify the government's instruction relative to providing the proposed salary structure in Volume IV.

Response: Provision L.3 of the SIR will be changed to read, With the exception on the proposed salary structure for each skill category and level as referenced in Provision L.6, Factor 2 – Staffing Plan, no reference shall be made to cost/price in Volumes I, IV and V. Pricing data must only be included in Volumes II, III and VI of the proposal.

Question/Comment 92 (SIR Attachment 13):

PWS 1.2.1.1 states, "The PM and APM will possess at least a Bachelor's degree in computer science, information systems or other related discipline with a minimum of five (5) years management experience plus a minimum of five (5) years IT support management experience." However, PWS 5.6.8.1 states, "At least seven years of demonstrated experience is required in project management. Three years must be non-overlapping project management experience in information technology projects."

<u>Question:</u> Please clarify the minimum experience requirement.

Response: The requirements in PWS 1.2.1.1 are for the Contract Program Manager and Alternate. The requirements listed in PWS 5.6.8.1 are for a PMP certified Project Manager. These are separate positions performing separate functions on the proposed contract.

Question/Comment 93 (SIR Attachment 13):

Reference L.7 Volume V. Past Performance (e) Organizational Structure Change History. Offerors are allowed to submit additional documentation to meet this requirement: "A pamphlet or other commercial document describing such reorganizations may suffice."

Question: Would the Government consider excluding these items from the volume page count?

Response: Yes, a pamphlet or other commercial document would be excluded from the volume page count.

Question/Comment 94 (SIR Attachment 13):

Section of L.6. (e). (3). (iii) Subfactor 3-Quality Control Plan (QCP). Question: Regarding "review and acceptance, including sign-off", semicolons are used to set apart the subject headings and it is not clear if the government is referring to review and acceptance of the QCP or something else mentioned in the paragraph.

Response: "Review and acceptance, including sign-off," is in reference to use of your currently established QCP.

Question/Comment 95 (SIR Section B):

Reference Part 1 Section B CLIN 1 Phase-in. Not Separately Priced.

Question: Would the Government allow contractors to separately price the phase-in cost and not include it in the evaluated price?

Response: The Government has reconsidered whether or not CLIN 1 Phase-in should remain Not Separately Priced or have potential offerors separately price the cost for Phase-in and not include this cost in the evaluated price. After careful consideration, the Government has decided that CLIN 1, Phase-in should remain Not Separately Priced and any costs for Phase-in should be part of the offeror's evaluated price as these costs would be realized by the Government if contract award was made to an offeror that would require a contract phase-in. It is requested that all potential offerors keep in mind that in accordance with Provision M.2, each offer will be evaluated on the basis of its technical merit, past performance and price, with technical capability being of more importance than past performance and technical capability and past performance being more important than price/cost; therefore, the evaluation may result in an award to a higher rate, higher priced offeror.

Question/Comment 96 (SIR Attachment 13):

Attachment 1, PWS 1.2.3.

Reference PWS 1.2.3 states the contractor shall submit a written Program Management Plan with their proposal...

Question: Please clarify if L. 6. (e) (3) - Factor 3 Program Management constitutes the Program Management Plan for evaluation with the actual Plan to be submitted after Contract Award. If Factor 3 is not the Governments intended location, please clarify where the Program Management Plan should be included outside of page count.

Response: The Program Management Plan requested in the PWS is a separate document that should be provided as an attachment and is not included in the page count. However, the subfactors called out in L.6(e)(3) would typically be addressed in the draft PMP.

Question/Comment 97 (SIR Provision L.6):

This section states "Offerors shall describe their company's and any proposed subcontractor(s)' employee compensation packages, e.g., proposed salary structure for each skill category and level; promotion and career progression policies/practices, including summary in number and percentage of employees promoted within the last 12 months; types of bonuses, awards, incentive programs,- and/or profit sharing, including percent of salary and percent of employees who received bonuses, awards, incentives or profit sharing, etc. "It is our intention to address all required elements of this section but include the highly sensitive and proprietary cost breakdown elements of the compensation plan, such as salary structure, % of salary for bonuses, profit sharing data, in Volume VI. Is this an acceptable approach?

Response: No, this information should be provided with Volume IV – Technical Proposal.

Question/Comment 98 (SIR Volume II):

During the Bidders Conference, it was mentioned the Volume II Screening Decision Non Technical Document page limit was 10 pages and in order to show financial capability the bidder probably would need to show balance sheets and other financial information which would be contained in annual reports. At that time it was indicated the annual reports could be offered as an attachment and would not be counted in the 10 page limit. Please confirm whether annual reports will be counted in the 10 page limit?

Response: Annual Reports will **not** be counted towards the 10 page limit.

Question/Comment 99 (SIR Attachment 10):

Please confirm whether the contract type for this task order is Firm Fixed Price or Fixed Price Level of Effort?

Response: Firm Fixed Price

Question/Comment 100 (SIR Provision L.7 (a)):

A questionnaire will be sent by the Government directly to the contract references supplied by offerors in L.1 (a). We respectfully request that the Government provide a copy of the referenced questionnaire to all offerors so we can properly determine the time impact on our customer POCs.

Response: The Government is in the process of finalizing the past performance questionnaire; therefore, a copy of this document is not available at this time. At a minimum, the questionnaire will address expertise with IT and related services, technical contract staff, overall program management, and subcontracting and/or teaming support capability

Question/Comment 101 (SIR Provision L.6):

Question/Comment 6 that was issued at the Pre-Proposal Conference addressed SIR/RFO Section L.6(c), which deals with the Technical Proposal's page limit not applying to "Title Pages, exhibits, resumes, or quality plan." The response identified the draft Quality Control Plan and resumes as exhibits that are not subject to the page count requirement. It went on to state that if there is a question on a specific exhibit relative to its exclusion from the page count, to please submit the question in writing to the contracting officer for consideration. The following three additional proposal requirements are submitted for consideration as exhibits to be excluded from the page limits:

- a. Employee Compensation Plan required by SIR/RFO Section L.6 Factor 2 Subfactor 2. The specific requirements for this document are as stated: "Offerors SHALL describe their company's and any proposed subcontractor(s) employee compensation packages, e.g., proposed salary structure for each skill category and level; promotion and career progression policies/practices, including summary in number and percentage of employees promoted within the last 12 months; types of bonuses, awards, incentive programs,- . and/or profit sharing, including percent of salary and percent of employees who received bonuses, awards; incentives or profit sharing, etc. A compensation plan pursuant to AMS 3.6.2-15, Evaluation of Compensation for Professional Employees, incorporated in full text in Section L, SHALL be submitted for all proposed personnel considered to be professional employees as defined by the Service Contract Act."
- b. Program Management Plan required by PWS Section 1.2.3 Contract/Task Order Management. The specific requirements for this document are as stated: "The contractor SHALL submit a written Program Management Plan with their proposal detailing their proposed managerial approach as related to each IT service, as further defined in Section 5, pursuant to CDRL A011 (Program Management Plan)."
- c. Transition Plan required by SIR/RFO Section L.6 Factor 3 Subfactor 4. The specific requirements for this document are as stated: Offerors SHALL describe their plan for successful transition from the current contractor and describe the actions to be taken to ensure effective assumption of total responsibility for performance at the end of the transition period; e.g., executive summary; transition plan objectives;

roles and responsibilities; identification of resources; transferring resources and methods for transfer; proposed organizational structure, including subcontractors; extent of management involvement in daily operations during the transition period; point(s) of contact; risk identification and mitigation; transition activities, including all those required by the SIR/RFP; project plan schedule for Completion of transition activities; post transition activities; document control; review and acceptance, including sign-off; etc.

Response: Items A, B, and C are subject to the page count limitation as described in the SIR.

Question/Comment 102 (SIR Provision L.7):

Question/Comment 36 that was issued at the Pre-Proposal Conference addressed SIR/RFO Section L.7 which deals with the make-up of the 10 page limited Past Performance Volume. It went on to state that offerors are advised to provide no more than five contracts for Past Performance references. This was further addressed in the conference, where it was stated that offerors were to include no more than five of their own Past Performance references, and no more than five additional references from their subcontractors. The defined requirements for each Past Performance reference are clearly spelled out in SIR/RFO Section L.7, and evaluated in accordance with SIR/RFO Section M.5. These requirements drive the minimum size for each reference to approximately two pages, depending on the extent of work scope relevance to the ITSS program.

Response: After further consideration, the page count limitation for the Past Performance Volume is being increased from 10 pages to 20 pages. Offerors are hereby advised that this increased page limit should include any and all subcontractor references and so it may not be possible to provide five references per subcontractor. If multiple subcontractors are being proposed, offerors are advised to use the most pertinent references in order to comply with the 20 page limitation.

Question/Comment 103 (SIR Provision L.6):

SIR/RFO Section L.6, Factor 2, Subfactor 2: Employee Compensation states: "describe their company's and any proposed subcontractor(s)' employee compensation packages, e.g., proposed salary structure for each skill category and level. Please clarify the request to describe your company's and subcontractor's proposed salary structure for each skill category and level? Is this in reference to the employee labor category series I through XIII described in PWS 5.2 or each labor category proposed in PWS 5.3? Is the government requesting salary ranges or overall compensation philosophy?

Response: The Government's intent is for offerors to provide salary ranges as well as to provide their overall compensation philosophy.

Question/Comment 104 (PWS):

PWS 1.2.13 (on Pg 12 of 56) Strike Contingency Plan states that "The contractor SHALL develop a SCP to ensure continuity of operations in the event of a strike by contractor personnel." Are the current incumbent contractors represented by a union?

Response: To date, the incumbent contractor has not notified the government that contract employees are represented by a union.

Question/Comment 105 (SIR Provision L.6):

. SIR/RFO Section L.6 Factor 2 Subfactor 2, Employee Compensation, states that: "A compensation plan pursuant to AMS 3.6.2-15, Evaluation of Compensation for Professional Employees, incorporated in full text in Section L, SHALL be submitted for all proposed personnel considered to be professional employees as defined by the Service Contract Act." AMS 3.6.2-15 has not been incorporated in full text into Section L. Can this clause please be included into SIR/RFO Section L?

Response: AMS 3.6.2-16, Evaluation for Compensation for Professional Employees was incorporated by reference in Section L of the SIR.

Question/Comment 106 (PWS):

Is ITIL currently deployed in the environment?

If yes, ITIL v2 or 3?

Response: Yes, V2.

Question/Comment 107 (PWS):

Understanding that ISO and CMMI best practices are needed; are ISO and CMMI certification a requirement for the account?

Response: Paragraph 5.1.3.9 of the PWS states the following:

"Support and consultation for the adoption, implementation and sustainment of IT best practices to include but not limited to: Information Technology Infrastructure Library (ITIL), Capability Maturity Model Integration (CMMI), International Standards and Documentation (ISO), etc."

The contractor's role is to provide support and consultation for the adoption, implementation and sustainment of these IT best practices. It does not require that the contractor be certified.

Question/Comment 108 (SIR Attachment 13):

Are there specific staff training requirements for ITIL, ISO or CMMI?

Response: No. There are operating procedures, work instructions, and other related documentation that explain and/or support these initiatives which can be used by contract employees in the performance of their job.

Question/Comment 109 (SIR Attachment 13):

Page 81, L-2 (c) of the SIR/RFP states that a complete written proposal submission, including an electronic copy on CD is required. However page 83, L.3 table 1 identifies a CD requirement for Volume VI only and the language below that states again the guidance from page 81. Can the Government clarify if the entire proposal should be included on CD plus one additional CD with pricing data only is required or if only 1 CD with the entire proposal is the only requirement?

Response: The Government's intent is for offerors to provide 1 CD with a complete copy of their proposal for Volumes I through VI.

Question/Comment 110 (PWS):

PWS Section 1.2.1.1 Contractor Program Manager and Alternate states: "...The PM and APM will possess at least a Bachelor's degree in computer science, information systems or other related discipline with a minimum of five (5) years management experience plus a minimum of five (5) years IT support management experience in a contract of this size and scope in the Government or large corporate environment..."

Will a candidate for the Contract Program Manager be acceptable if they meet the requirements of paragraph (b) of PWS section 5.2.3 Allowable Substitutions, which states: "b. Eight (8) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree."

Response: No. The allowable substitutions do not apply to the Contractor Program Manager and Alternate.

Question/Comment 111 (General):

Will all requirements for customer-directed training be specified in individual task order releases? If so, what CLIN will that fall under?

Response: Contractor training will be IAW PWS 1.2.1.7 and the terms and conditions of the contract. It is subject to CO approval and no separate CLIN is required.

Question/Comment 112 (SIR CLIN 3):

Will all of the FTEs require a computer and related supplies? It looks like there is a plug # of \$1500/yr for all CFE. (The note from section B page 6 states that the contractor shall furnish equipment when government furnished items are not available) Roughly 100 computers are listed on the ITSS Government Furnished Equipment List. The amount listed will not cover all of the FTEs.

Response: CLIN 3, Contractor Furnished Materials, encompasses instances where the contractor may be required to furnish materials and supplies (e.g., commercially available hardware/software; printed/bound materials; binders; etc.) in the performance of a task when government-furnished items are not available or accessible and when included in the task description. These types of items would be reimbursed at the contractor's cost with the applicable G&A rate applied and are not expected to exceed \$1,500.00 per contract year. This CLIN is not to be used for the purchase of high dollar items such as computers.

Per Attachment 4, ITSS Government Property, the list is not all inclusive and as additional items are identified, the list will be amended.

Question/Comment 113 (SIR Section B):

Schedule B contains "Telecommunications Specialist", Levels VI, V, III and II; however, the PWS has Telecommunications Specialist VI, V, IV, and III. Please clarify the correct levels. If level II is to be priced, please provide job description, educational level and experience level

Response: Amendment 0001 corrected the Schedule B to be consistent with the PWS. Telecommunications Specialist VI, V, IV and III apply.

Question/Comment 114 (SIR Section B):

Based upon Section B Prices/Costs which lists the labor categories along with stated regular and overtime hours for each and requested Hourly Composite Rate, is this therefore the basis for the T&M contract type for the majority of the contract ceiling? I.e. the majority of the contract value is T&M with Fixed Price Task orders for CLINS 7-15?Question/Comment 1 (SIR Attachment 13):

Response: At this time, CLINs 7-15 are the only known tasks that will utilize firm-fixed pricing procedures. Future tasks may utilize firm-fixed pricing or T&M pricing and the contract pricing arrangement will be decided on a case-by-case basis.

Question/Comment 115 (PWS):

Section 1.2.1.1 of the Peformance Work Statement states "The Contractor shall provide a Program Manager (PM) and an Alternate Program Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of the resulting contract and/or task orders issued thereunder." Reviewing Section B of the RFP, there does not appear to be labor categories identified for the PM and APM. There also does not appear to be labor categories proposed for PWS 1.2.1.3 "Administrative, Managerial, and Supervisory" functions. Assuming the Government approves all resumes on contract, will there be a CLIN defining the Program Management Office (PMO)?

Response: The requirements for the PM/APM are defined in Section 1.2.1.1. They are not added in Schedule B because their role in overall contract management would be included in your overhead. The PM/APM are not involved in the day to day supervision of contract employees nor are they required to be on-site at all times during contract performance.

A Task Lead's (a.k.a. Contract Supervisor – see Clause H.16 on page 48 of the solicitation) responsibilities are identified in paragraph 1.2.1.3 of the PWS. These responsibilities are at the task level and have to do with the day to day supervision of contract employees working on a task(s). These administrative, managerial and supervisory functions are expected to be performed by working contract employees as part of their daily duties and responsibilities.

The last portion of your question/comment (Assuming the Government approves all resumes on contract, will there be a CLIN defining the Program Management Office (PMO)?), requires clarification. What portion of the PWS are you referring to? No additional CLINs will be added to Schedule B.

Question/Comment 116 (PWS):

The PWS contains "Video Production Assistant"; however, this labor category not contained in the Schedule B. Is this labor category to be priced? If so, where is the offeror to price this labor category within the Schedule B, and how many hours per period of performance?

Response: Video Production Assistant was added in Amendment 0001 of the SIR.